



PLACE SERIAL NUMBER LABEL HERE

Licensed By:



HASBRO and its logo and CONNECT 4 are trademarks of Hasbro and are used with permission. © 2011 Hasbro. All Rights Reserved.



FACTORY CONTACT INFORMATION



BAY TEK GAMES INC.
Pulaski Industrial Park
1077 East. Glenbrook Drive
Pulaski, WI 54162 USA

JOIN OUR SERVICE FIRST NETWORK!

This free service is intended to keep you up to date on the latest game information, early notification of parts specials, pertinent technical bulletins, updates on retro fit parts, software upgrades, and much more.

Log on to: www.baytekgames.com/parts
then click on the Parts N' Service tab, or scan the QR code to the right with your Smartphone to jump straight to this game's parts page!

Scan here! ↷



SALES

P: 920.822.3951

F: 920.822.8936

E: sales@baytekgames.com

PARTS

P: 920.822.3951 X 1101

F: 920.822.1496

E: parts@baytekgames.com

SERVICE

P: 920.822.3951 X 1102

F: 920.822.1496

E: service@baytekgames.com

MON - FRI
8 AM - 5 PM C.S.T.

All games are proudly manufactured at our factory in Pulaski, Wisconsin, USA

TABLE OF CONTENTS

| | |
|--|-------|
| FACTORY CONTACT INFORMATION | 2 |
| WELCOME TO: CONNECT 4 | 4 |
| SPECIFICATIONS | 5 |
| SAFETY PRECAUTIONS | 5 |
| HOW TO PLAY | 6 |
| QUICK SET UP | 7-8 |
| DIP SWITCH SETTINGS | 9 |
| MAIN MENU | 10 |
| GAME SETUP MENU | 11 |
| GAME SETUP- WASHINGTON STATE | 12 |
| STATISTICS MENU | 13 |
| DIAGNOSTICS MENU | 14 |
| MOTHERBOARD PINTOUT | 15-17 |
| HOW TO: REPLACE PLAYER BUTTON SWITCHES | 18 |
| HOW TO: UPDATE SOFTWARE | 19 |
| DIAGNOSTICS: MAIN BOARD POWER SUPPLY | 20 |
| DIAGNOSTICS: DOLLAR BILL ACCEPTOR | 21 |
| TROUBLESHOOTING GUIDE | 22-27 |
| MAINTENANCE LOG | 28 |
| TECHNICAL SUPPORT | 29 |
| WARRANTY | 30 |
| REPLACEMENT TICKET PATTERNS | 31-37 |

WELCOME TO: CONNECT 4!

Congratulations on your Connect 4™ purchase!

Everyone young and old loves the nostalgic gameplay of Connect 4™, and Bay Tek has brought the spirit of family fun to your game room with this larger-than-life version of Hasbro's classic game of vertical checkers.

With its attractive presence, fun and competitive two-person game play, and the familiarity of the Hasbro brand, Connect 4™ is sure to be a big attraction!

Please take a moment to read through this manual and be sure to contact our factory if you have any questions, or would like some more information.

Thank you for your purchase! Your business is important to us and we hope you enjoy this game as much as we do!

Your Friends at Bay Tek Games



Licensed By:



GAME INSPECTION

Inspect the game for any damaged, loose, or missing parts.

If damage is found, please contact your freight carrier first.

Then, contact Bay Tek Games' Service Department at 920.822.3951 or e-mail them at service@baytekgames.com for further assistance.













GAME SPECIFICATIONS

| WEIGHT | |
|-----------------------|-----------|
| NET WEIGHT | 325 lbs. |
| SHIP WEIGHT | 380 lbs. |
| DIMENSIONS | |
| WIDTH | 44" |
| DEPTH | 34" |
| HEIGHT | 88" |
| OPERATING TEMPERATURE | |
| FAHRENHEIT | 80-100 |
| CELSIUS | 26.7-37.8 |

| POWER REQUIREMENTS | | | |
|-----------------------|----------------|---|----------------|
| INPUT VOLTAGE RANGE | 100 to 120 VAC | / | 220 to 240 VAC |
| INPUT FREQUENCY RANGE | 50 HZ | / | 60 HZ |

| MAX START UP CURRENT | OPERATING CURRENT |
|----------------------|-------------------|
| 3 AMPS @ 115 VAC | 2 AMPS @ 115 VAC |
| 1.5 AMPS @ 230 VAC | 1 AMP @ 230 VAC |

SAFETY PRECAUTIONS

| |
|--|
|  NOTICE  |
| Modifications to the mechanical, electrical and structural components of this game may void its compliance certifications. |
|  DANGER  |
| DO NOT perform repairs or maintenance on this game with the power ON. Unplug the unit from the wall outlet or shut off the power strip located inside the cabinet. |
|  WARNING  |
| Use of flammable substances can cause sever burns or serious injury. Always use NON-FLAMMABLE solvents for cleaning. DO NOT use gasoline kerosene or thinners. |
|  CAUTION  |
| Lifting heavy objects can cause back, neck or other injuries. Be sure adequate lifting and moving devices are available when unloading, unpacking and moving this game. |
|  ATTENTION  |
| Be sure the electrical power matches the game requirements. See the serial number located on the back of the game cabinet. Always plug into a grounded circuit. If the supply cord is damaged, it must be replaced by an approved cord or assembly provided by the manufacturer. |
|  IN CASE OF EMERGENCY  |
| UNPLUG THE POWER CORD. The power cord must be accessible at all times in case of an emergency. |

HOW TO PLAY

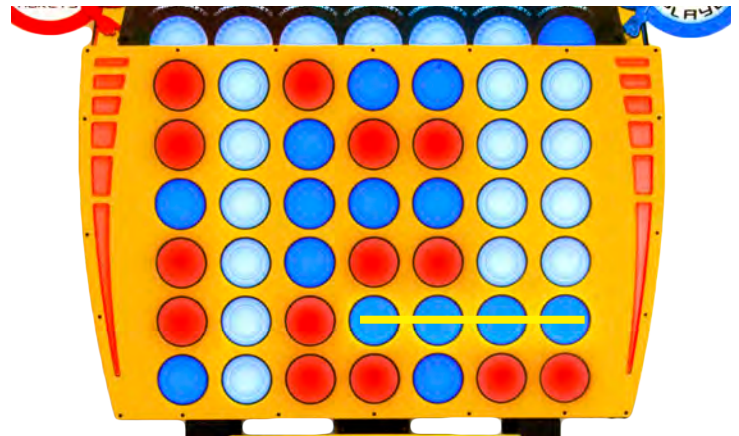
Pick a color and insert credits to play against the game or a friend.



Move your chip left and right at the top of the grid with the arrow buttons, and hit the big button to drop your chip before the time runs out!



Be the first to align 4 of your chips horizontally, vertically, or diagonally to win and enter the bonus round.



In the bonus round, win up to 500 tickets by hitting the stop button to stop the moving light on the target!



QUICK SET UP (marquee installation)

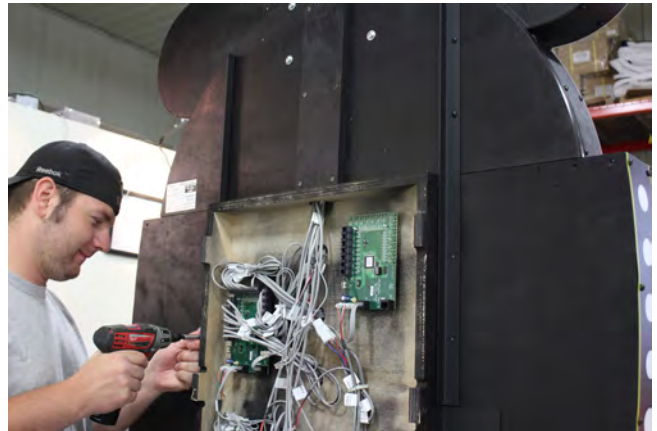
Remove the back panel of the playfield (8 screws) and set aside.



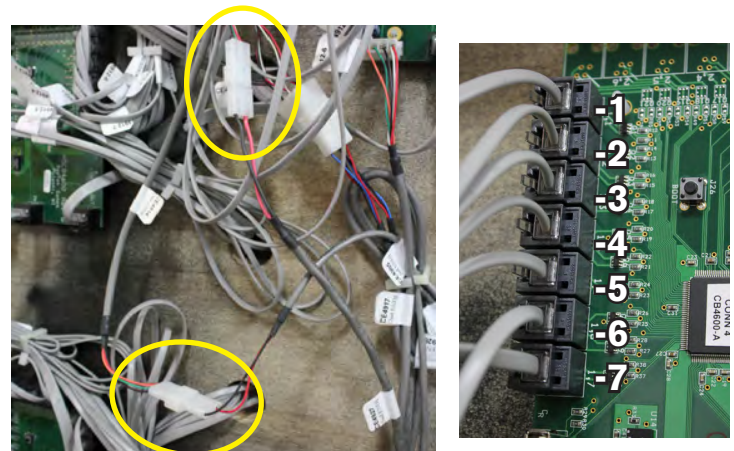
Lift the marquee into place and drop the cables down through the hole in the top of the playfield.



Align the marquee with the back edge of the playfield and secure the brackets with included black wood screws.



Plug phone cables 1-7 into the corresponding ports on the playfield control board, as well as the 2- and 3-pin housings shown.



Replace the back panel, re-inserting the 8 screws removed earlier.

QUICK SET UP

Place the game near its final location.

Plug the power cord into a standard 110V electrical outlet.

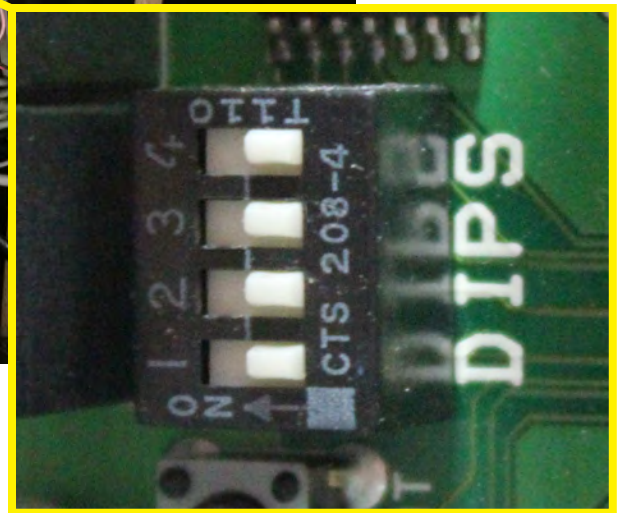
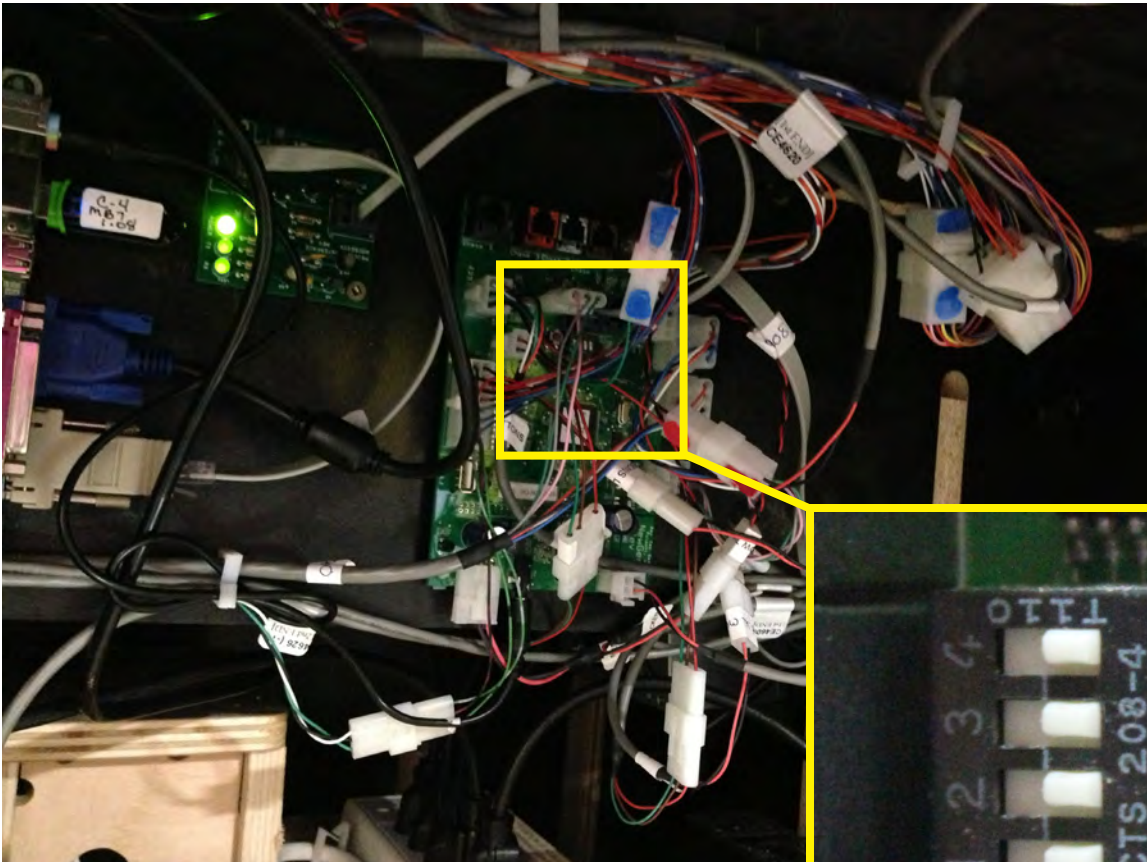
Wait for the game to boot up, then adjust settings accordingly if desired.



DIP SWITCH SETTINGS

The dip switch bank is located on the mainboard, inside the center of the player console.

*factory default settings are highlighted below



| SWITCH | DESCRIPTION | ON | OFF |
|--------|---|----|-----|
| 1 | unused | | |
| 2 | unused | | |
| 3 | Jersey Shore (credit lockout/tickets owed) | | |
| 4 | unused | | |

MAIN MENU FUNCTIONS

Press the **MENU BUTTON**, located inside the cabinet below the red player station, to enter the Main Menu.

Scroll through the menu with the **MENU BUTTON**, and make your selections with the **MENU SELECT*** button.



Connect 4 Main Menu
Game Setup
Statistics Menu
Diagnostic Menu
Exit Menu

PC SW Version = 1.00
Minigen SW Version = NONE

* to clear credits, press the Menu Select button while not in the menu.

GAME SETUP MENU



| | | | | | | | | | | | | | | |
|--|---|--------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|---|----------------------------|-------------|----|----|----|
| Coins/Credits per Game | Number of credits per game, per player | 0 | 1 | 1 <small>(card swipe)</small> | 2 | 4 | 6 | 8 | | | | | | |
| Time Per Turn | Seconds allowed per chip drop before auto-drop | 6 | 8 | 10 | 12 | 20 | 30 | 60 | | | | | | |
| Tickets <small>(see page 31 for replacement ticket patterns)</small> | Tickets awarded to winner/ loser/ draw | 5/1/1 <small>6-10 avg</small> | 10/5/5 <small>10-14 avg</small> | 20/5/10 <small>15-20 avg</small> | 30/10/15 <small>22-26 avg</small> | 40/10/20 <small>27-30 avg</small> | 50/10/20 <small>31-35 avg</small> | 50/20/25 <small>36-40 avg</small> | | | | | | |
| | | 60/20/30 <small>41-45 avg</small> | 80/30/40 <small>55-60 avg</small> | 80/40/40 <small>61-65 avg</small> | 100/40/50 <small>70-75 avg</small> | 0/0/0 Entertainment only | | | | | | | | |
| Jackpot Value | Tickets awarded for a bonus win (requires artwork change) | 500 | | | | | | | | | | | | |
| Double Tickets | Pays out one physical ticket for every 2 tickets won | OFF | | | | | ON | | | | | | | |
| Use Coupons | Changes the wording on the monitors from "tickets" to "coupons" | OFF | | | | | ON | | | | | | | |
| CPU Difficulty | Changes game intelligence in one-player mode | 1 <small>(EASY)</small> | 2 | 3 | 4 | 5 <small>(NORMAL)</small> | 6 | 7 | 8 | 9 <small>(HARD)</small> | AUTO-ADJUST | | | |
| Game Volume | Volume of game while in play | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| Attract Volume | Volume of game while not in play | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| Bonus Type | Changes game play of bonus round | ONE HIT BONUS | | | | | BONUS DISABLED | | | | | | | |
| Bonus pattern | Lowest ticket value offered in bonus round | 5 | | | | | 6 | | | | | | | |

GAME SETUP MENU- WASHINGTON STATE

FACTORY DEFAULTS ARE HIGHLIGHTED IN YELLOW

| | | | | | | | | | | | | | | |
|-------------------------------|---|-----------------------|-----------------------|-----------------------|------------------------|-----------------------------|-----------------------|-----------------------|---|-------------|---|----|----|----|
| Coins/Credits per Game | Number of credits per game, per player | 0 | 1 | 1 (card swipe) | 2 | 4 | 6 | 8 | | | | | | |
| *Time Per Turn | Seconds allowed per chip drop before auto-drop | 8 | | 10 | | 12 | | 20 | | | | | | |
| Tickets | Tickets awarded to winner/ loser/ draw | 5/1/1 6-10 avg | 10/5/5 10-14 avg | 20/5/10 15-20 avg | 30/10/15 22-26 avg | 40/10/20 27-30 avg | 50/10/20 31-35 avg | 50/20/25 36-40 avg | | | | | | |
| | | 60/20/30 41-45 avg | 80/30/40 55-60 avg | 80/40/40 61-65 avg | 100/40/50 70-75 avg | 0/0/0 Entertainment only | | | | | | | | |
| Jackpot Value | Tickets awarded for a bonus win (requires artwork change) | 500 | | | | | | | | | | | | |
| Double Tickets | Pays out one physical ticket for every 2 tickets won | OFF | | | | | ON | | | | | | | |
| Use Coupons | Changes the wording on the monitors from "tickets" to "coupons" | OFF | | | | | ON | | | | | | | |
| *CPU Difficulty | Changes game intelligence in one-player mode | 1 (EASY) | 2 | 3 | 4 | 5 (NORMAL) | 6 | 7 | 8 | 9 (HARD) | | | | |
| Game Volume | Volume of game while in play | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| Attract Volume | Volume of game while not in play | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| Bonus Type | Changes game play of bonus round | ONE HIT BONUS | | | | | | BONUS DISABLED | | | | | | |
| Bonus Pattern | Lowest ticket value offered in bonus round | 5 | | | | | | 6 | | | | | | |

* THESE OPTIONS REQUIRE A SOFTWARE VERSION CHANGE

STATISTICS MENU



| | |
|---------------------------------|--|
| Total Games | Displays how many games have been played |
| Average Time per Game | Displays how long the average game lasts |
| Total Red Games | Displays how many games were played on the red side |
| Total Blue Games | Displays how many games were played on the blue side |
| Total Tickets | Displays how many tickets the game has given out |
| Average Tickets per Game | Displays an average value of tickets dispensed per game (includes bonus tickets) |
| Total CPU Games | Displays how many single-player games have been played against the computer |
| Total CPU Wins | Displays how many times the computer beat the player |
| Total CPU Losses | Displays how many times the player beat the computer |
| Total CPU Draws | Displays how many times the player and the computer tied |
| CPU Win Percentage | Displays a percentage of CPU wins out of total single-player games |
| Bonus Round Plays | Displays how many times the bonus round was played, single- and two-player |
| Bonus Tickets | Displays the total number of tickets dispensed from the bonus round |
| CPU Easy Total Games* | Displays how many times the computer played as "easy" |
| CPU Easy Total Wins* | Displays how often the computer won against the player in "easy" |
| CPU Normal Total Games* | Displays how many times the computer played as "normal" |
| CPU Normal Total Wins* | Displays how often the computer won against the player in "normal" |
| CPU Hard Total Games* | Displays how many times the computer played as "hard" |
| CPU Hard Total Wins* | Displays how often the computer won against the player in "hard" |

* When the game is set to auto-adjust, this will help you determine the skill-level of your clientele. The largest number will occur in the skill-level most of your players fall into.

Press the "Menu Select" button 5 times to clear the statistics.

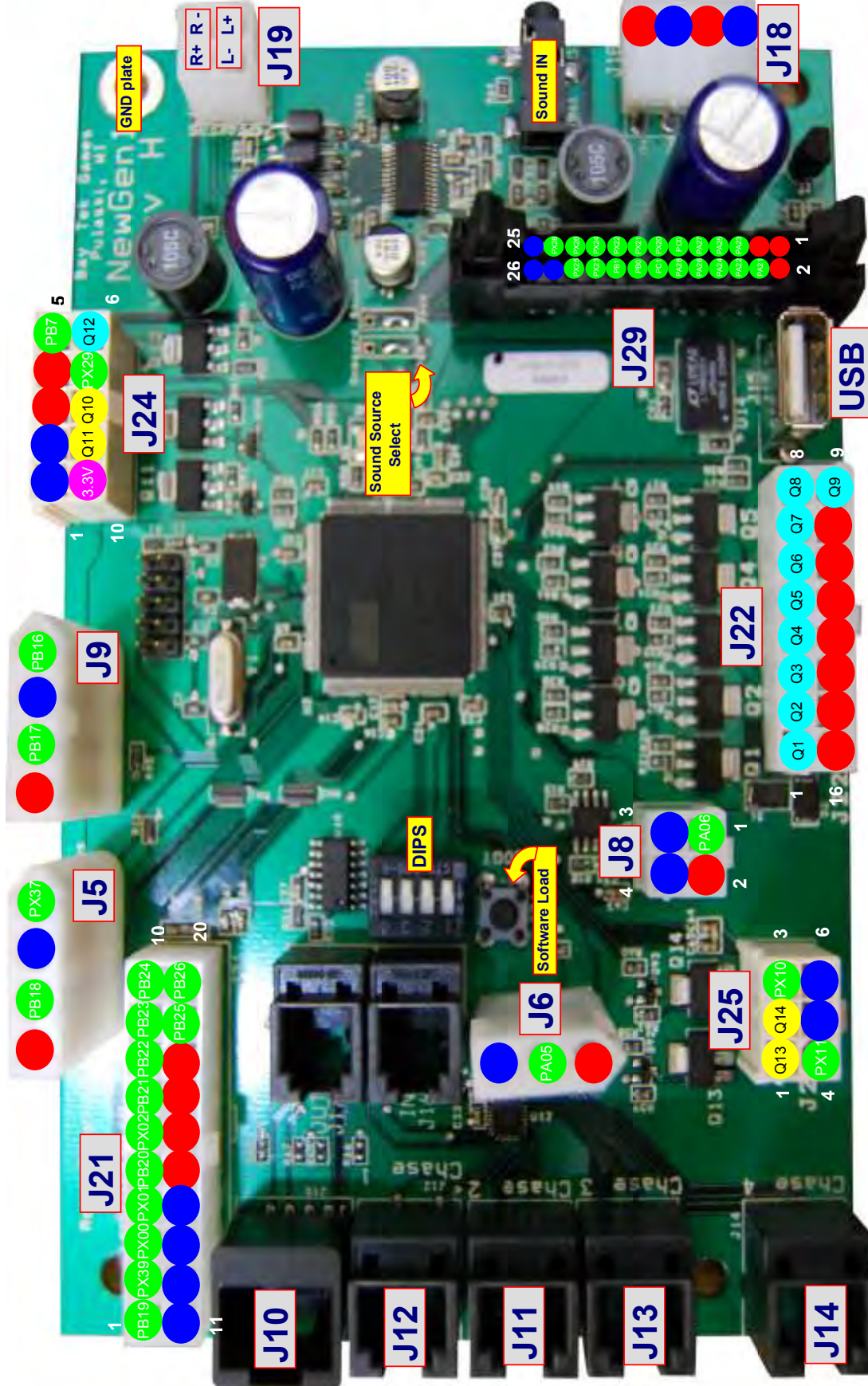
ALL statistics in this menu will be reset to 0.

DIAGNOSTIC MENU

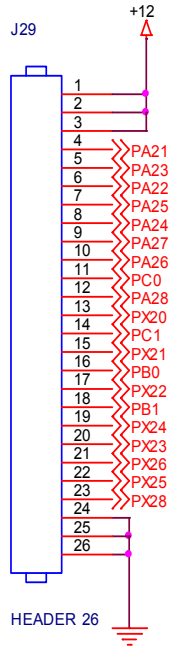


| | |
|-----------------------------------|---|
| Change Playfield Color | Selecting this diagnostic will light up the playfield in solid red, blue, and white to test for dim or burned out LED circuit boards |
| Toggle Bonus Lights | Selecting this diagnostic will turn the bonus value lights on and off to test for dim or burned out LED circuit boards |
| Left Arrow Red | <p>When any of these inputs are activated, it will show ON in the right column.</p> <p>This is useful to determine if the inputs are functioning correctly.</p> |
| Right Arrow Red | |
| Select Red (drop) | |
| Left Arrow Blue | |
| Right Arrow Blue | |
| Select Blue (drop) | |
| Service 1 | |
| Service 2 | |
| Coin (mech) Red | |
| Coin (mech) Blue | |
| Low Ticket Switch 1 (Red) | |
| Low Ticket Switch 2 (Blue) | |

MOTHERBOARD PINOUT



- SPI Out - Display - (J10)**
- Pin 1 & Pin 3 - +12V
 - Pin 2 - SCLK_BUS2
 - Pin 4 - SMOSI_BUS2
 - Pin 5 & Pin 7 - Ground
 - Pin 6 - SCS2_BUS2
 - Pin 8 - SMISO_BUS2
- Chase Lights (J11, J12, J13, J14)**
- Pin 1 - Chase Output
 - Pin 2 - Chase Output
 - Pin 3 - +12V
 - Pin 4 - Chase Output
 - Pin 5 - Chase Output
 - Pin 6 - +12V



- Ground
- +12V
- Low Side Driver
- High Side Driver
- TTL Logic
- +3.3V

MOTHERBOARD PINOUT

BayTek Connect 4 NEWGEN1 Hardware REV D Pinout - Version 1

| Pin Type | Purpose | Ref | Pin # |
|--------------------|------------------------------------|-----|-------|
| LOWSIDE #1, w diod | Upper White Bonus Lights | J22 | 1 |
| LOWSIDE #2, w diod | Red Player Button/Lamp Station #1 | J22 | 2 |
| LOWSIDE #3 | Blue Player Button/Lamp Station #1 | J22 | 3 |
| LOWSIDE #4 | Red Side_Lighting | J22 | 4 |
| LOWSIDE #5 | Blue_Side_Lighting | J22 | 5 |
| LOWSIDE #6 | | J22 | 6 |
| LOWSIDE #7 | | J22 | 7 |
| LOWSIDE #8 | Mechanical Counter #1 | J22 | 8 |
| LOWSIDE #9 | Mechanical Counter #2 | J22 | 9 |
| +12 Volts | | J22 | 11 |
| +12 Volts | | J22 | 12 |
| +12 Volts | | J22 | 13 |
| +12 Volts | | J22 | 14 |
| +12 Volts | | J22 | 15 |
| +12 Volts | | J22 | 16 |
| +12 Volts | | J22 | 17 |
| +12 Volts | | J22 | 18 |
| +12 Volts | | J22 | 19 |
| +12 Volts | | J22 | 20 |

| Pin Type | Purpose | Ref | Pin # |
|--------------|----------------------------|-----|-------|
| LOWSIDE #12 | | J24 | 1 |
| PX29 | Coin Ground Station #2 | J24 | 2 |
| HIGHSIDE #10 | | J24 | 3 |
| HIGHSIDE #11 | | J24 | 4 |
| | Coin Door Power Station #2 | J24 | 5 |
| | Coin Input Station #2 | J24 | 6 |
| | Lower White Bonus Lights | J24 | 7 |
| | DBA Input Station #2 | J24 | 8 |
| | | J24 | 9 |
| | | J24 | 10 |

| Pin Type | Purpose | Ref | Pin # |
|-----------|-----------------------------|-----|-------|
| PX37 | Ticket Notch #1 | J5 | 1 |
| Ground | Ground for Ticket Dispensor | J5 | 2 |
| PB18 | Ticket Motor #1 | J5 | 3 |
| +12 Volts | Power for Ticket Dispensor | J5 | 4 |

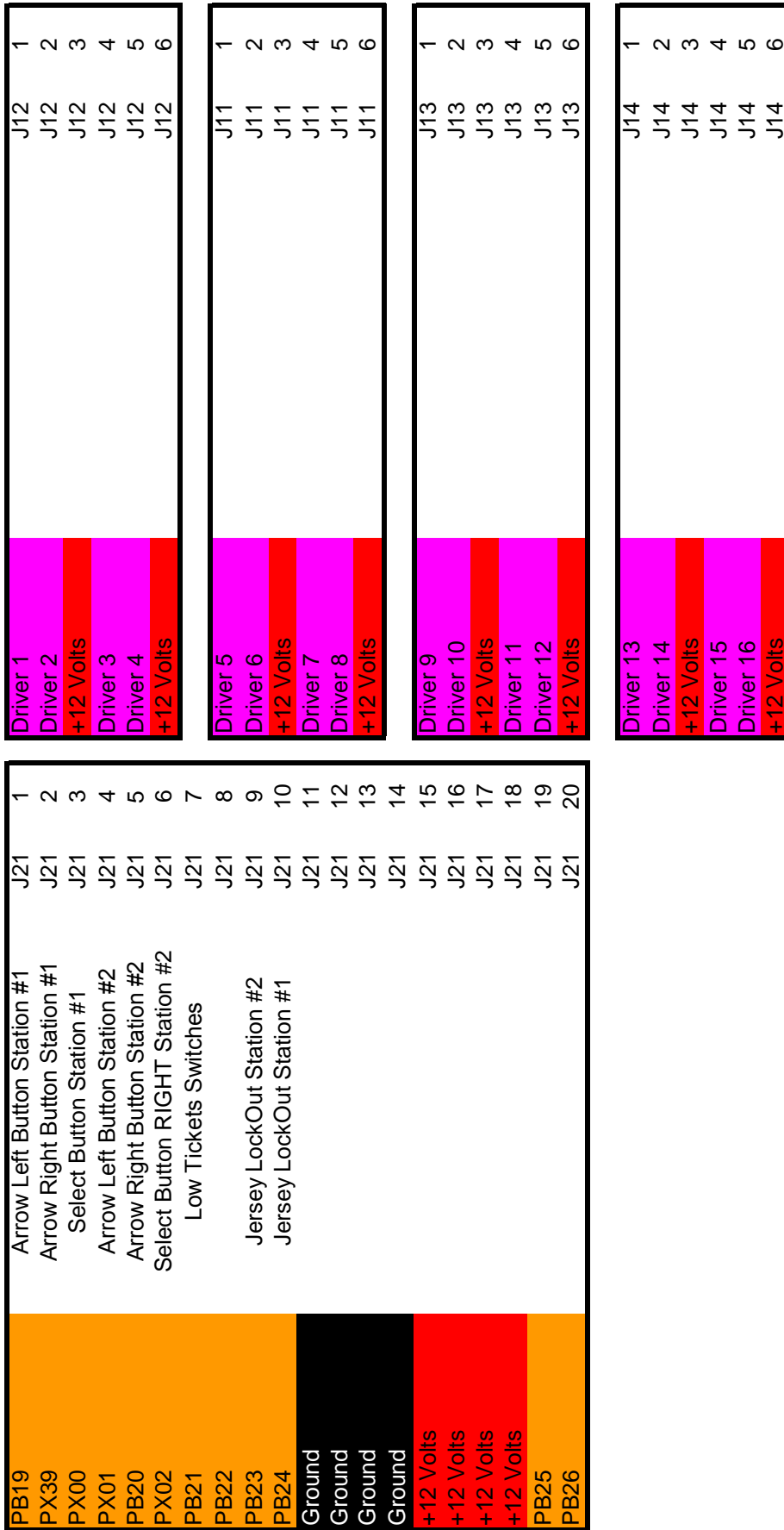
| Pin Type | Purpose | Ref | Pin # |
|-----------|------------------------------|-----|-------|
| PB16 | Ticket Notch #2 | J9 | 1 |
| Ground | Ground for Low Ticket Switch | J9 | 2 |
| PB17 | Ticket Motor #2 | J9 | 3 |
| +12 Volts | Power for Ticket Dispensor | J9 | 4 |

| Pin Type | Purpose | Ref | Pin # |
|-----------|----------------------|-----|-------|
| PA06 | DBA Input Station #1 | J8 | 1 |
| +12 Volts | | J8 | 2 |
| Ground | | J8 | 3 |
| Ground | | J8 | 4 |

| Pin Type | Purpose | Ref | Pin # |
|--------------|---------------------|-----|-------|
| HIGHSIDE #13 | LED Glow Station #1 | J25 | 1 |
| HIGHSIDE #14 | LED Glow Station #2 | J25 | 2 |
| PX10 | Service Button #1 | J25 | 3 |
| PX11 | Service Button #2 | J25 | 4 |
| Ground | | J25 | 5 |
| Ground | | J25 | 6 |

| Pin Type | Purpose | Ref | Pin # |
|-----------|----------------------------|-----|-------|
| +12 Volts | Coin Door Power Station #1 | J6 | 1 |
| PA05 | Coin Input Station #1 | J6 | 2 |
| Ground | Coin Ground Station #1 | J6 | 3 |

MOTHERBOARD PINOUT



HOW TO: Replace Player Button Switches

Player Station Pushbuttons can be accessed from the player station front door—reaching up underneath the player station.

The switches must be removed first before button can be removed and /or replaced.

**Important: The switches do not pull straight off!
They must be given a slight twist, then removed—as follows:**

Left and Right Buttons:

To Remove Switch:

Original Locked Position



Twist to Unlock



Un-Locked Position Ready to Remove

To Install Switch:

Un-Locked Position Insert Switch



Twist to Lock



Final Locked Position

Center Drop Button:

To Remove Switch:

Original Locked Position



Twist to Unlock



Un-Locked Position Ready to Remove

To Install Switch:

Un-Locked Position Insert Switch



Twist to Lock



Final Locked Position

HOW TO: Update Software

Needed for Software Updated:

- 1 USB stick with motherboard software
- 1 USB stick with minigen software

1- Minigen Software Load:

Game must be powered on for this procedure.

Open the front door of the cabinet and locate the minigen board.

Insert the USB stick marked G1 (for minigen) into the USB port.

Push the boot button located next to the dip switches.

The software will load quickly; the USB stick will flash and the game will reset, resuming normal function within a few seconds.

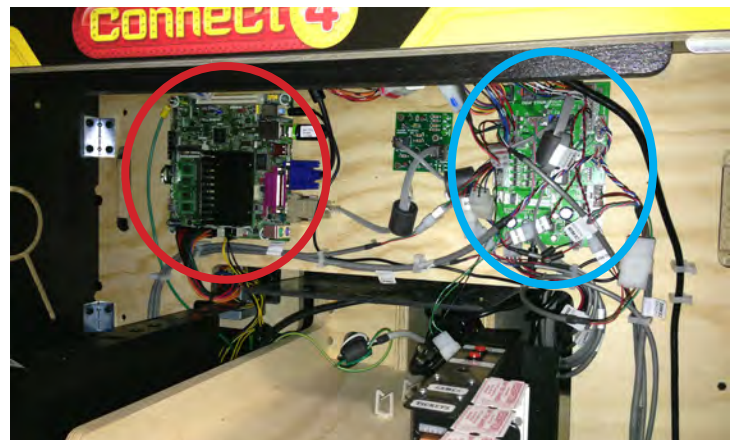
2- Motherboard Software Installation:

Power down your game and unplug it from the main power source before proceeding.

Locate the USB port on the motherboard and remove the old software stick.

Replace the stick with the new USB labeled PC.

Plug in the game and power it back on.



DIAGNOSTICS: Motherboard Power Supply

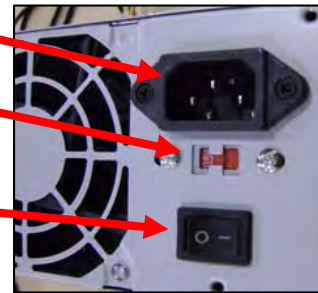
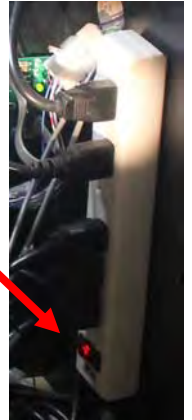
Monitor not coming on?

1.) Verify AC power to front of game.
Check power strip in bottom front of game for light ON inside rocker switch.
If light is not ON, remove back panel of cabinet and check AC power in and Power Strip in that location.

2.) Check AC power connection to power supply.

3.) Ensure Power Supply switch is set to 115V (or 230V)
(Some model power supplies may not have this)

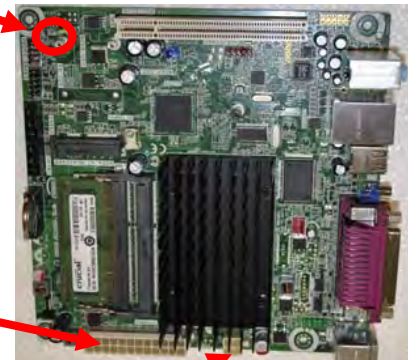
4.) Ensure Power switch is on.



5.) Examine top left corner of motherboard. There is green LED ON.
If LED is not ON, replace power supply. (AAPS4600)

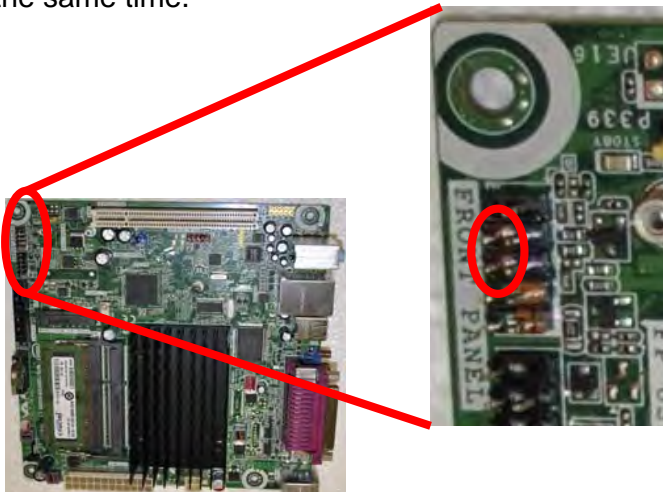
6.) Check connections from power supply.
Make sure these 2 connections are secure.

7.) **“Jump Start” Motherboard:**
If green LED is ON, but monitor is not ON, you may start motherboard by quickly touching these 2 red pins at the same time.



Large power supply connection

2 Black and 2 yellow wires
(12 Volts DC)



DIAGNOSTICS: Dollar Bill Acceptor

Note: There are many different models and brands of Bill Acceptors that are used on redemption games. Your Bill Acceptor may differ from the unit shown.

First determine if Bill Acceptor has power:

Turn game ON—The bill acceptor should make noise as stacker cycles and green lights on outside bezel should flash.

If NO power:

Due to the different models and brands of Bill Acceptors that are used:
Examine Bill Acceptor and determine if acceptor is 12 Volt DC or 110 VAC
Use meter to measure voltage at cable going into Bill Acceptor.



If power is OK:

Clean Bill Acceptor path to make sure there is nothing jamming unit.

Enter DBA Diagnostics Mode -

Important—Do not hold button down to long or Bill Acceptor will enter programming mode.

If accidentally entered programming mode by mistake—Unplug game and plug back in.

To enter Diagnostic Mode, press and hold the Diagnostic Button on the back left corner of the DBA for **1-3 seconds.**

The lights above the bill slot will flash the code.



ERROR CODES

Count the number of flashes on front bezel of Bill Acceptor and follow chart for repair.

| FLASHING CODE | DESCRIPTION | CORRECTIVE ACTION |
|---------------------------------|--|----------------------|
| LEDs off | Power off | Turn on power |
| LEDs on | Acceptor is OK | |
| 1 flash | Bill path blockage | Un-jam bill path |
| 2 flashes | Stacker jam | Un-jam stacker |
| 3 flashes | Cassette is full of bills | Empty the cassette |
| 4 flashes | Cassette is removed | Replace the cassette |
| 5 flashes | Acceptor is defective | Replace the acceptor |
| 6 flashes | Acceptor not enabled | See service manual |
| 10 flashes | Configuration Mode | Power down to exit |
| Rapid flashing during operation | Stringing attempt detected; or sensors dirty | Clean the sensors |

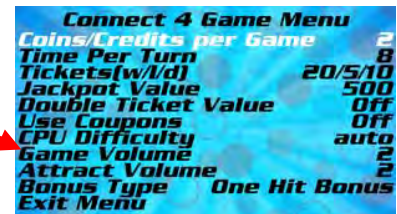


TROUBLESHOOTING GUIDE

Troubleshooting Strategy

Use common sense and a systematic method of troubleshooting to determine the exact problem, probable cause and remedy. Use the process of elimination to find the faulty component. Always check for the simple and obvious causes first such as unplugged, loose or broken wires and bad sensors, bent, pinched, stuck or jammed components.

| Symptom | Probable Cause | Remedy |
|---|--|---|
| No power to the game. No lights on at all. No light on front power strip. | Unplugged. Circuit breaker tripped. Power strip in back of game is faulty. Faulty cable/power supply. | Check wall outlet, power cord to back of game (A5CORD5) Line Filter (A5FI9010) Reset power strip breaker switch or building circuit breaker. Remove back wood panel, change plug position, replace if needed. Refer to AC Power to Game Section. |
| AC Light and Bill Acceptor on. But everything else off. (Power Supply not ON) | Power supply unplugged. Rocker Switch on power supply is Off. Power supply shutting down because of 12 V overload. Faulty power supply. | Insure unit is plugged into power strip. Make sure rocker switch is set ON. See power supply diagnostics to isolate bad component. A bad motor or 12 volt short would cause this. Refer to Monitor/Motherboard Power Supply Diagnostics section. |
| LED cabinet lighting not working. | LED's under player stations and on rear playfield should turn on with the associated power supplies. | Refer to "Back of Game LED Wiring" section and "Lights under Player Station Wiring" section. |
| No Audio | Volume too low. Loose wire. Faulty main Board Faulty motherboard | Increase the volume by pressing Menu button, scroll to "Game Volume" and adjust. Check audio cable connections from motherboard to main board to speakers. Check audio cable connections from speaker(AACE8811), cable(AACE4604), main circuit board(AANEWGEN1-PJ), cable(A5CEAU010), motherboard (AAMB7) Replace Main Board. (AANEWGEN1-PJ) Main board amplifies sound from motherboard. Replace Motherboard. (AAMB7) Motherboard creates sound. Cable can be removed from motherboard to MP3 player to test for sound amplification. If the MP3 player works, then motherboard is faulty. |



TROUBLESHOOTING GUIDE

| Symptom | Probable Cause | Remedy |
|---|---|--|
| <p>Tickets do not dispense.</p> <p>Swap cable from one output on main board to the other to verify cable/dispenser problem or main board problem.</p> | <p>Ticket tray empty due to faulty low ticket switch or broken/ loose wires. Switch stuck or switch wire bent out of position.</p> <p>Faulty cable to dispenser.</p> <p>Dirty opto-sensor or paper dust buildup in ticket dispenser</p> <p>Notch on tickets too shallow.</p> <p>Ticket dispenser faulty.</p> <p>Main circuit board malfunction.</p> | <p>Fill ticket tray. Replace low ticket switch(AASW200). Repair wiring. Clean ticket tray of dirt, loose tickets or debris. Bend switch wire to correct position under tickets.</p> <p>Check wiring continuity from dispenser to main board (AACE4606, AACE4605, AACE4600) Check for pinched, broken or disconnected wires. Replace as necessary.</p> <p>Clean with compressed air and if necessary wipe sensor with isopropyl alcohol on a cotton swab.</p> <p>Flip tickets and load upside-down to have large cut notch toward opto sensor.</p> <p>Replace dispenser with spare working dispenser (A5TD1)</p> <p>Replace main board if possible to isolate the problem to the main circuit board. (AANEWGEN1-PJ)</p> |
| <p>Wrong number of tickets dispensed.</p> | <p>Ticket Pattern set wrong.</p> <p>Dirty opto-sensor on ticket dispenser.</p> <p>Many tickets in memory. If ticket meter is counting the tickets coming out, then reset game.</p> <p>Notch on tickets cut too shallow.</p> <p>Faulty ticket dispenser.</p> <p>Main circuit board malfunction.</p> | <p>Enter menu and cycle to Game Menu. Verify correct settings for Ticket Patterns, Jackpot Value, and Double Ticket Value</p> <p>Clean with compressed air or wipe with isopropyl alcohol on a cotton swab.</p> <p>Turn game off, wait 10 seconds, and turn game back on.</p> <p>Flip tickets and load upside-down to have large cut notch toward opto sensor.</p> <p>Replace with spare working dispenser (A5TD1).</p> <p>Swap cable from one output on main board to the other to verify cable/dispenser problem or faulty main board. (AANEWGEN1-PJ)</p> |
| <p>Menu buttons do not work.</p> | <p>Stuck pushbutton.</p> <p>Cable problem.</p> <p>Faulty pushbutton.</p> | <p>Inspect pushbutton to make sure it is not stuck. Check continuity on connector.</p> <p>Check cable from pushbutton to main board. (AAPB2700 & AACE4608)</p> <p>Replace pushbutton. (AAPB2700)</p> |

TROUBLESHOOTING GUIDE

| Symptom | Probable Cause | Remedy |
|---|--|---|
| <p>Dollar Bill Acceptor not functioning.</p> <p>Caution – 110 Volts AC</p> <p>Cable can be moved between left and right sides to isolate problem to DBA.</p> | <p>Ensure bill acceptor has 110 Volts AC.</p> <p>Dirt or debris in acceptor slot.</p> <p>Ensure acceptor dipswitch is set to “always enable”</p> <p>Pinched, broken, or disconnected wiring.</p> <p>Bill acceptor problem.</p> | <p>Acceptor should cycle stacker at game power up. If not, check cable connections to power strip.</p> <p>Clean with bill reader cleaning card(A5CC9000)</p> <p>There are dips on side of acceptor. Set to “always enable”, not harness enable</p> <p>Check wiring from bill acceptor to main board. Repair or replace wiring harness. (AAACE4626, AAACE4627, AAACE4602)</p> <p>Refer to troubleshooting section of dollar bill acceptor manual included with this game or the diagnostics label of the back of the unit.</p> |
| <p>Monitor not working.</p> <p>Power down, wait 10 seconds and power up again.</p> | <p>Error on screen at power up.</p> <p>Display stops at "No bootable device - insert boot disk and press any key"</p> <p>Re-Boot game to see if problem still exists.</p> | <p>Flash drive unplugged from board or faulty.</p> <p>Re-seat and try power on to game again.</p> <p>Insert USB stick in different slot on motherboard</p> <p>Replace USB software stick.</p> <p>Replace motherboard. (AAMB7)</p> |
| | <p>Monitor says “NO SIGNAL” for 5 seconds after power-up. Then dark.</p> | <p>Refer to Monitor/Motherboard Power Supply Diagnostics Section</p> |
| | <p>Monitor has nothing at all on power up.</p> <p>Power cable unplugged from monitor.</p> <p>Faulty monitor.</p> | <p>Ensure power is plugged into back of monitor, down to power strip.</p> <p>Replace monitor. (A5MO2200)</p> |
| <p>Monitor does not come back up after a power loss</p> | <p>Voltage variation in power network</p> | <p>Turn off the power strip, wait 30 seconds, then turn power strip back on</p> |

TROUBLESHOOTING GUIDE

| Symptom | Probable Cause | Remedy |
|---|---|---|
| Monitor problems | Blurry Monitor - Too bright, or dim. | Monitor will have to be removed from game, and adjusted from front of screen. Refer to "How to Remove Monitor" Section Use menu buttons to access monitor adjustment |
| Both sides do not coin up. Menu buttons do not work. | Communication between motherboard and main board disrupted. I/O Aux Board may be faulty, wires disconnected from main board, or not receiving 12 VDC power. | Refer to Motherboard to MiniGen Board Communication troubleshooting section for details on cable connections. Check I/O Aux Board for any disconnected wires. Ensure phone cable is plugged into blue socket on main board. |
| Game does not coin up. Note: To clear Credits: Press Menu Select button while not in menu. | One of coin switches jammed, or held down. Short in coin door harness. There should be 5 Volts between grey and green wires. Switch faulty in coin mech. Disconnected, loose or broken wires. Mini-Gen Main Board faulty. | If one coin switch is "closed" the other one will not work either. Unplug white molex from door, and jump between grey and green wires to simulate coin-up. Unplug one coin switch at a time and verify coin switch is wired normally open. Replace coin mech if coin is always rejected. (A5CM-...) Check connectors. Check for continuity. (AACE4601, AACE4602, AACBL4A-DOOR) Replace main board. (AANEWGEN1-PJ) |
| Low tickets displays on monitor. | Stack of tickets not resting properly on either of the low ticket switches Faulty switch. Faulty wire or connection. Faulty main board. | Adjust stack of tickets so they hold both the switch actuators down. Replace low ticket switch. (AASW200) Check for proper connection from switch to main board. Check continuity. (AACE4605, AACE4606, AACE4600) Replace main board. (AANEWGEN1-PJ) |
| Sound cuts out and display goes blank. | Voltage variation in power network | Unplug both console & playfield. Wait 30 seconds. Plug console & playfield back in. |

TROUBLESHOOTING GUIDE

| Symptom | Probable Cause | Remedy |
|--|--|---|
| Bonus Lights do not come on at end of game. | <p>Bonus Feature not enabled in menu.</p> <p>Faulty cable from bonus light boards in top back of game to main board in front of game.</p> <p>Faulty center bonus light board</p> <p>Power comes into this board.</p> <p>Faulty main board.</p> | <p>Enter menu and set "Bonus Type" to "One Hit Bonus"</p> <p>Check wiring continuity from light boards to main Board. (AACE4625, AACE4607, AACE4600) Check for pinched, broken or disconnected wires. Replace as necessary.</p> <p>Replace center bonus light board. (AACB4602) Refer to Back of Game Wiring Diagram.</p> <p>Replace main board. (AANEWGEN1-PJ)</p> |
| All Bonus Lights stay ON. | <p>Surface mounted transistor blown on main board caused by 12 Volt dead short on one of the bonus light circuit boards.</p> | <p>Locate 12 Volt short. Refer to Back of Game Wiring Diagram. Repair cable (AACE4624) or replace bonus light board (AACB4602)</p> <p>Replace main board. (AANEWGEN1-PJ)</p> |
| Some Bonus Lights stay ON. | <p>Faulty bonus light circuit board.</p> | <p>Refer to Back of Game Wiring Diagram.</p> <p>Replace bonus light board (AACB4602)</p> |
| Arc Light Boards do not come on, or stay on. | <p>Cable is plugged into wrong socket.</p> <p>Faulty cable from Arc Light Board to Controller Board.</p> <p>Faulty arc light boards.</p> <p>Faulty Controller Board.</p> | <p>Refer to Back of Game Wiring Diagram, and Connect Four Playfield Wiring Diagram for proper connection.</p> <p>Ensure cable is secure, swap cable to isolate problem. Replace as needed. (AACE4624)</p> <p>Swap arc light boards to isolate problem, replace if needed. (AACB4603)</p> <p>Ensure Dip's 3 & 4 are ON for top board. Swap boards to isolate problem, replace if needed. (AACB4600)</p> |
| Purple or Pink lights on playfield. | <p>Dipswitches set wrong on Controller Boards</p> <p>RGB Light Board Faulty</p> <p>One of power supplies is faulty.</p> <p>Controller Board faulty.</p> | <p>Refer to Connect Four Playfield Wiring Diagram - make sure that 2 lower boards have Dip 4 ON, and top board has Dip 3 & 4 ON</p> <p>Refer to Target Wiring Example- Cables can be swapped into different sockets to isolate problem to rear controller board or front RGB Light Board.</p> <p>Refer to AC Power to Game - If one power supply is faulty, it will not power RGB board correctly. Replace power supply if needed. (AAPS4600)</p> <p>Refer to Back of Game Wiring Diagram, and Connect Four Playfield Wiring Diagram - Controller boards can be swapped to isolate problem. (Make sure dips are set correctly) Replace controller board if needed. (AACB4600)</p> |

TROUBLESHOOTING GUIDE

| Symptom | Probable Cause | Remedy |
|---|---|---|
| Lights under player stations do not light up. | LED strip under faulty Faulty Cable Faulty Main Board | Remove plastic cover and examine LED strip. Check cables from LED strips to main board. (ACE4620, ACE4621, ACE4608) Replace main board. (AANEWGEN-PJ) |
| Lights under player stations stay on all the time. | Surface mounted transistor blown on main board. | Replace main board. (AANEWGEN-PJ) |
| Lights under Arrow & Drop Pushbutton do not come on. <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">Light under button should be ON in attract, flashing when coined up, and during players turn, and off during computers turn.</div> | Burnt out LED bulb. Faulty Cable Faulty Main Board | Replace switch/bulb assy. (A5PB460x) Check cables from pushbutton to main board. (ACE4603, ACE4600) Refer to Left and Right Player Stations, Counters Wiring Diagram Swap ACE4600 cable molex connectors from left and right to isolate problem to one side. Replace main board. (AANEWGEN-PJ) |
| Lights under Arrow & Drop Pushbutton stays on. | Surface mounted transistor blown on main board. | Replace main board. (AANEWGEN-PJ) |
| Arrow & Drop Pushbuttons do not work. | Pushbutton itself is broken or stuck down Faulty Cable Faulty Main Board | Refer to “How to Replace Player Station Switches” to remove switch to inspect. Check cables from pushbutton to main board. (ACE4603, ACE4600) Refer to Left and Right Player Stations, Counters Wiring Diagram Replace main board. (AANEWGEN-PJ) |
| Meters do not work. Game counter clicks at start of each game. Ticket counter clicks as tickets come out of game. | The 2 wires crimped together may be faulty Faulty Cable. Faulty Main Board. | Inspect crimp to ensure good connection. Check cables from counters to main board. (ACO1000, ACE4603, ACE4600) Replace main board. (A5NEWGEN1-PJ) |

TECHNICAL SUPPORT

Excellent customer service is very important to Bay Tek Games!

We know that keeping your games in great operating condition is important to your business. When you need us, we are here to help. You can call us for free technical assistance, and you can count on us to have parts on-hand to support your game. We offer options that fit your needs.

Electronics / Circuit Boards - Repair Options

Repair & Return – If you have Circuit Board issues with your Bay Tek game, you can send the board to us and we'll repair it right away. Most items sent to us are repaired and returned to you within two days. This option is your best value as we offer this fast turn-around service at the most reasonable price.

Advance Replacement – If you have Circuit Board issues with your Bay Tek game, but you don't have time to send in your board in for repair, give us a call and ask for an Advance Replacement. We'll send you a replacement board that same day (pending availability). When you get your new board, just repackage the defective board in the same box and send it back to us. We make it easy by including a UPS Return Shipping label for you to put on the box (not available for international shipments). This is your best option when you need to get your game up and running as quickly as possible!

Spare Parts – Take matters into your own hands and purchase new spare Circuit Boards for your Bay Tek games. Many of our games share the same main-board electronics. This means you can buy one set of spare electronics to support many of your Bay Tek games. Spare boards allow you to get your game up and running the quickest and provide you a valuable troubleshooting option. Call our technicians to get recommendations for what you should keep on hand for spare parts!

Technical Support:

"You" are the best tool for troubleshooting! Your abilities to understand the game and your skills to repair the game are invaluable to us! If you need help, you know you can call us. It's not easy to diagnose a game remotely by phone, but our technicians do a great job. They'll need your help to perform some troubleshooting steps and convey to them exactly what's happening with your game.

Returns, Credits, & Fees:

NOTICE! ALL ITEMS being sent to Bay Tek Games for repair or return, etc. require prior Return Authorization! Bay Tek Games will provide a Product Return Form with an authorizing Ticket Number for each item to be returned. Please be certain to include this document with all shipments!

Late Fees and Non-Return Fees - Advance Replacement and Warranty Replacement items require the defective items to be returned by Bay Tek games promptly to avoid Late Fees. We expect items to be returned with 10 working days. Late fees are invoiced monthly. Late fees are non-refundable under any circumstance! Any item not returned within 90 days will be invoiced in full as a replacement part.

Bench Fees - Bench fees will apply for each electronic item returned to Bay Tek Games (this includes unused Advance Replacement items). This charge covers our cost to inspect, evaluate and retest each item. Please note that returned items that do not pass our tests will be charged accordingly as replacement items or advance replacements.

Restocking Fees - Unused items returned for credit will be credited minus a restocking fee. Items must be returned within 30 days of purchase in order to qualify for any credit amount. No shipping charges will be credited.

WARRANTY

Bay Tek Games warrants to the original purchaser that all game components will be free of defects in workmanship and materials for a period of 6 months from the date of purchase. If you fill out the registration card in the cashbox of the game, Bay Tek will add another 3 months to your warranty, free of charge.

Bay Tek Games will, without charge, repair or replace defective component parts upon notification to the parts/service department while the game is under warranty.

Warranty replacement parts will be shipped immediately, via ground service, along with a Product Return Form for the return of defective parts.

Defective parts must be shipped back to Bay Tek Games unless otherwise instructed. Items not returned to Bay Tek Games will be invoiced as replacement parts.

This warranty does not apply in the event of any misuse or abuse to the product, or as a result of any unauthorized repairs or alterations. The warranty does not apply if any serial number decal is altered, defaced, or removed from its original position.

| | | |
|--|------------------|---|
|  | ATTENTION |  |
| <p>In order to maintain the safety & compliance certifications of this game, ONLY approved parts may be used. For approved replacement parts, refer to the parts list in this manual.</p> | | |

Should you need your game serviced, determine the serial number from the decal placed on the front of this manual, or locate it on the back of the game. Then contact our Service Department at: 920.822.3951 or e-mail: service@baytekgames.com

NON-WARRANTY

Options and estimated charges will be provided to you for your approval.

Please remember that any items being sent to Bay Tek Games must include prior return authorization from our Parts & Service Department.

This approval will include a Product Return Form which is required to be included with any incoming shipments. Repaired parts will be shipped back using the same method in which they were received.

Repairs are warranted for 30 days from the date of return shipment.

REPLACING TICKET PATTERNS

Locate the ticket pattern cover up decal and clear acrylic faceplate in the cashbox.



Select and cut out your desired pattern from the following pages. *This must match the settings selected in the Game Setup Menu.*

Tape the cut out ticket values to the back of the cover up decal, making sure the numbers line up with the holes.



Peel the protective coating from the acrylic faceplate.



Remove the screws from the top of the player station, and secure the decal underneath the acrylic faceplate by replacing the screws. The beveled edge of the faceplate should be facing up.

5 tickets | Loser: **1 t**

nce to win **500** Bonus ticke

10 tickets | Loser: **5 t**

nce to win **500** Bonus ticke

20 tickets | Loser: **5 t**

nce to win **500** Bonus ticke

30 tickets | Loser: **10 t**

nce to win **500** Bonus ticke

: 40 tickets | **Loser: 10 t**

nce to win 500 **Bonus ticke**

: 50 tickets | **Loser: 10 t**

nce to win 500 **Bonus ticke**

: 60 tickets | **Loser: 20 t**

nce to win 500 **Bonus ticke**

: 80 tickets | **Loser: 30 t**

nce to win 500 **Bonus ticke**

: 80 tickets | **Loser: 40t**

nce to win 500 Bonus ticke

: 100 tickets | **Loser: 40t**

nce to win 500 Bonus ticke

